

## Evaluation of Basic Labor Relations Training for Supervisors Courses Conducted between 8/99 and 4/00.

**Background.** The demand for Labor Relations training for new or inexperienced supervisors has recently increased with a larger proportion of employees being represented by a bargaining unit. A course for basic Labor Relations skills was introduced to help give supervisors enough information to meet job requirements, especially, if they face a gap between their appointment to a supervisory position and the opportunity to receive the agency course for first-line supervisors, LDP-1.

**Evaluation Method and Results.** Participants attending this training completed a seven-item questionnaire that elicited their reactions to various aspects of the training. Responses rated six of these items on the following five-point scale.

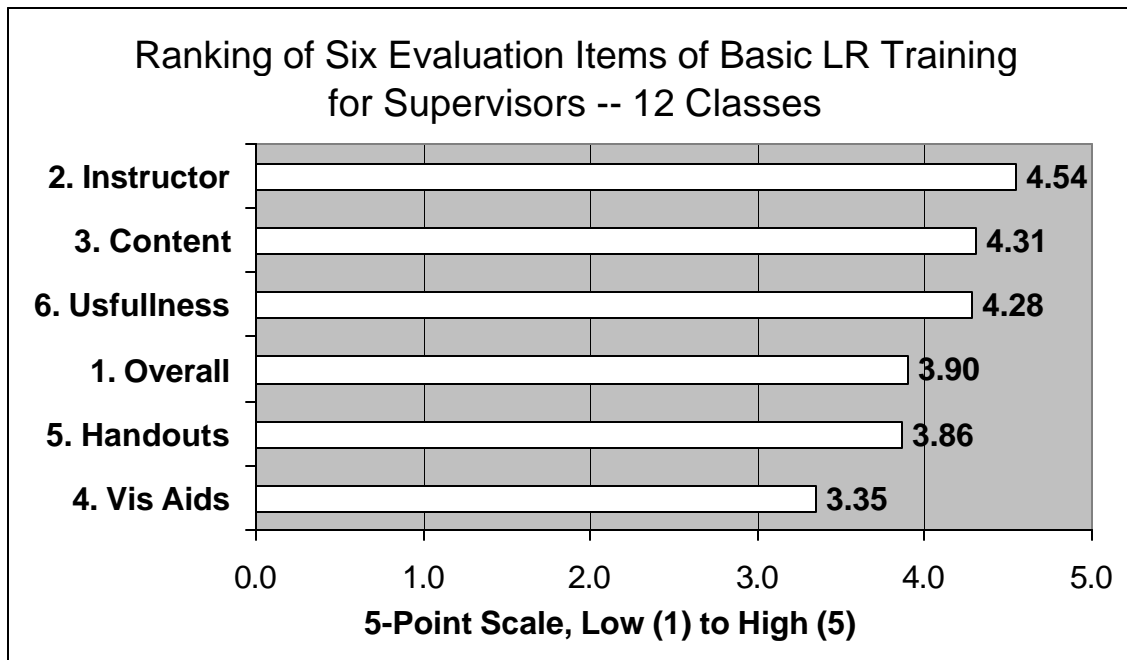
1	2	3	4	5
Poor	Fair	Good	Very Good	Excellent

The six "objective" items asked that the participant rate the "Session Overall," the "Presenter's Knowledge," the "Relevance of the Course Content," the "Usefulness of Visual Aids," the "Usefulness of Handouts," the "Usefulness to your job" using the above scale. A seventh, open-ended item solicited comments. A summary of the six objective items ranked from high to low is provided in Table 1 (below). The mean of the five-point scale response for all of the items is 4.04 or just above the Very Good rating with a relatively small standard deviation of 0.28. Only four of the twelve sections rated the session less than 4.0 and none was lower than 3.46, which is still above the middle rating of Good. The range of ratings for the responses to all of the items by all of the classes is 1.01 (4.47 highest class rating and 3.46 lowest class rating).

**Results Summary.** All six items were rated favorably (see Table Below), seldom less than good, by any class or individuals. From these results, the session seems to have been very favorably viewed by the participants. The handouts and visual aids are very important for participants, as they rely heavily on them back on the job. The fact that these aids and handouts were the least favorably viewed components of the training suggests that they be improved.

Reaction type of evaluations taken during the last moments of a class can be influenced by the emotion of the moment, such that results are either more or less favorable than becomes apparent back on the job. An additional step of evaluation, perhaps returning to a sample of participants a month or two after the training, would help to validate the usefulness of the course and its components.

## Evaluation Data Figure and Table



**Summary Table of the Evaluation Results for 12 Labor Relations for Supervisor  
Training Classes conducted from August 1999 to April 2000.**

<b>12 LR Tng Classes For Supervisors</b>	<b>Overall</b>	<b>Instructor</b>	<b>Content</b>	<b>Vis Aids</b>	<b>Handouts</b>	<b>Usefulness</b>	<b>Row Means</b>
1. Class A1	3.71	4.57	4.21	3.31	3.71	3.85	3.89
2. Class B1	4.19	4.63	4.50	3.63	3.94	4.38	4.21
3. Class C1	3.88	4.63	4.27	3.50	3.73	4.56	4.09
4. Class D1	3.74	4.68	4.32	3.63	3.63	4.32	4.05
5. Class E1	4.18	4.21	4.41	3.79	4.24	4.50	4.22
6. Class F1	4.00	4.60	4.50	3.00	3.80	4.50	4.07
7. Class G1	3.90	4.70	4.60	3.20	4.20	4.50	4.18
8. Class H1	4.50	5.00	4.67	3.73	4.33	4.58	4.47
9. Class I1	3.36	3.91	4.09	2.73	3.64	4.09	3.64
10. Class J1	3.31	4.22	3.72	2.57	3.28	3.50	3.44
11. Class K1	4.09	4.74	4.35	3.65	4.13	4.52	4.25
12. Class L1	3.89	4.53	4.11	3.50	3.72	4.11	3.98
<b>Column Means</b>	3.90	4.54	4.31	3.35	3.86	4.28	4.04
<b>St Deviations</b>	0.34	0.29	0.26	0.40	0.31	0.34	0.28

